

CALIFORNIA CONFERENCE OF
DIRECTORS OF ENVIRONMENTAL HEALTH

BUFFET SERVICE GUIDELINES

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BUFFET SERVICE GUIDELINES

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INTRODUCTION

BACKGROUND

Salad bars, buffet lines, smorgasbords, hors d'oeuvre tables, and similar non-traditional means of retail food service raise a number of questions as to how local health officials should apply the provisions of the California Uniform Retail Food Facilities Law ("CURFFL") to these operations. The Food Committee of the California Conference of Directors of Environmental Health (the "Food Committee") has promulgated these Buffet Service Guidelines to provide some clarity and uniform requirements in this area.

Health officials and retail food service operators must always keep in mind the fact that all retail food service activities are ultimately governed by CURFFL. Of necessity, these Guidelines are general in nature and cannot address every situation that will be encountered. Successful enforcement of CURFFL will therefore depend on a reasonable, logical, consistent and practical application of these Guidelines and CURFFL.

SCOPE

General Coverage

Unless otherwise indicated, these Guidelines shall apply to any buffet service (as defined - see definitions) conducted in a retail food establishment where unpackaged prepared food is displayed, served and/or prepared for the general public (as defined) from counters, tables or similar equipment or installations in dining rooms, lobbies, meeting rooms, bar areas, ballrooms and other areas not traditionally used for food preparation. Outdoor food preparation (other than barbecuing - see Article 9, CURFFL, and CCDEH "Guidelines for the Use of Open-air Barbecue Facilities"), storage, or display of unpackaged foods is not allowed pursuant to CURFFL.

These Guidelines are intended to supersede all other guidelines or recommendations previously published or distributed by the State Department of Health Services, local health departments or agencies which deal with the subjects covered by these Guidelines.

Definitions

Exclusiveness of Definitions - Unless the context otherwise indicates, certain terms used in these Guidelines are defined as follows:

1. **Attended Station** - Refers to any part of a service line where the food is served or handed to the customer by an employee of the retail food establishment, in accordance with CURFFL Section 114080(c).
2. **Buffet or Buffet Service** - Refers generally to any permanent, regularly occurring, or temporary operation in a retail food establishment where unpackaged prepared food is displayed, served and/or prepared for the general public from counters, tables or similar equipment or installations in dining rooms, lobbies, meeting rooms, bar areas,

ballrooms, and other areas not traditionally used for food preparation. Such activities include, but are not limited to, buffets, smorgasbords, salad bars, sandwich bars, hors d'oeuvre tables, buffet line cooking and similar modes of food display and preparation in restaurants, bars, hotels, grocery stores and supermarkets. For the purposes of these Guidelines, the terms "buffet" and "buffet service" also include dessert carts and salad carts where used to serve more than one table.

Exclusions - For purposes of these Guidelines, the term "buffet service" **does not** include operations such as cafeteria-type food service already covered by CURFFL. Such operations must conform directly to CURFFL Article 8, Sections 114075 through 114180, inclusive. The term "buffet service" also **does not** apply to "tableside" food preparation as defined in this section.

3. **Buffet, Permanent** - Refers generally to the operation of a service line or service line equipment which is placed or installed in a fixed location and used for buffet service on at least a daily basis.
4. **Buffet, Regularly Occurring** - Refers generally to the operation of a service line or service line equipment whether installed, movable or portable, which is used for buffet service at scheduled or fixed times or periodic intervals. For instance, buffet service which occurs daily, weekly, Sunday mornings, Tuesdays and Thursdays, etc., is regularly occurring.
5. **Buffet, Temporary** - Refers generally to the operation of a service line or service line equipment which is primarily movable or portable and used for buffet service for limited periods on an intermittent, irregular or non-scheduled basis.
6. **Cooking Equipment** - Refers to all electrically energized, gas, charcoal or chemically fueled sources of heat used in the preparation, heating, or temperature maintenance of food. This definition includes candles, canned heat, "sterno" and similar open flame heat sources. NOTE: See Guideline No. 6 for ventilation restrictions.
7. **Cooking Station** - Refers to any attended station of a service line where food is cooked to order. Such preparation includes omelet, crepe, pancake or waffle preparation; meat or steak grilling; carving from joints of meat; and assembly of sandwiches or tacos. NOTE: See Guideline No. 6 for ventilation restrictions.
8. **General Public** - As used in these Guidelines, buffet service for the "general public" refers to functions to which the general public is invited and where no sponsoring person or entity has contracted with the retail food establishment operator for the function. The term also refers to food service by so-called "clubs" which as a practice sell "memberships" to the general public on a temporary or ad hoc basis.
9. **Portable** – Refers to equipment that weighs no more than 80 lbs and is no greater than 3 feet in any plane.
10. **Self-Service Area** - Refers to any part of a service line where unpackaged food is displayed for customer self-service in accordance with CURFFL Section 114080(b).

- 11. Service Line** - Refers generally to any table, counter or similar installation or equipment used in buffet service where the customer obtains or receives displayed food.
- 12. Tableside Food Preparation** - Refers generally to any preparation of a food item by an employee of the food establishment for an individual customer at the dining table. This term includes, for example, the customary dining room preparation of Steak Diane, Cherries Jubilee, Caesar Salads, Steak Tartare, and similar dishes.

Applicability of NSF and Similar Standards

CURFFL Section 114065 requires all new or replacement equipment to be certified or classified for sanitation by an ANSI accredited certification program, or be approved by the enforcement agency in the absence of an applicable ANSI sanitation certification.

Wherever appropriate, the applicable ANSI certification is incorporated and noted in these Guidelines. The pertinent NSF International standards and the standards of similar organizations must be applied in these Guidelines where appropriate.

FOOD DISPLAY AND SERVICE - GENERAL SANITATION AND SAFETY REQUIREMENTS

GUIDELINE NUMBER 1 - GENERAL OPERATION AND ARRANGEMENT OF SERVICE LINES

The requirements of this guideline apply to all buffet service.

A. *Service Lines*

- 1) **Equipment** - All equipment and utensils used in a service line must be made of approved materials and be maintained in good repair and in a clean manner, free from contamination.
- 2) **Surfaces** - All surfaces of service lines must be kept clean and free from debris.

B. *Safety*

All equipment used in service lines must be installed, operated and maintained in a safe and secure manner. All such equipment and its installation must meet all applicable codes.

C. *Food Displayed in Self-Service Area*

All food displayed for customer self-service must be displayed within easy reach of the average customer. The maximum distance between the edge of a service line, excluding any tray rail, and the front of the rearmost displayed item cannot exceed 22 inches.

However, chafing dishes (“chafers”), oval trays, pans, and similar containers may extend beyond this limit so long as the displayed food begins within the 22 inch limit.

Two-sided service lines are permissible so long as a space or central barrier is provided which prevents customers from serving themselves from the other side.

Service lines which are accessed from more than one side should be arranged so that customers do not reach across the mid-point of a two-sided serving line. If necessary, a central barrier should be provided which prevents customers from servicing themselves across food containers.

All sneeze-guards or droplet protection devices used in service lines must conform to Guideline No. 2 (Sneeze-guards). Also, the protective surface of the sneeze-guard must be positioned high enough above the displayed food so that it does not interfere with the customer’s access to the rearmost displayed food item or use of serving utensils. Sneeze guards that comply with Guideline No. 2 generally meet this criterion.

D. Temperature Control

CURFFL Section 113995 (b) (1) provides that “...all potentially hazardous food shall be held at or below 5 degrees Celsius (41 degrees Fahrenheit) or shall be kept at or above 60 degrees Celsius (140 degrees Fahrenheit) at all times....” CURFFL Section 113995 (b)(1)(C) provides that “Potentially hazardous foods held for dispensing in serving lines and salad bars during periods not to exceed 12 hours in any 24-hour period...may not exceed 7 degrees Celsius (45 degrees Fahrenheit)...” This means that such food displayed in service lines must be held at the required temperature. **Potentially hazardous foods must be rapidly brought to the required temperature before being placed in the service line, unless the service line equipment is designed to rapidly bring food up to the required temperature.** An accurate, easily readable, metal probe thermometer shall be readily available.

In accordance with CURFFL Section 114065, all containers, icebeds, templates, and other equipment used to display potentially hazardous foods must conform to the applicable NSF standards.

E. Cooking/Reheating Temperatures

CURFFL Section 113996 (the Lauren Beth Rudolph Food Safety Act of 1997) and Section 113998 require that all ready-to-eat foods prepared at a food facility from raw or incompletely cooked animal tissues shall be thoroughly cooked prior to serving, as follows, unless otherwise ordered by the customer:

Poultry (including ground poultry):	165°F
Stuffed fish, stuffed meat, stuffed poultry (including any food stuffed with fish, meat, or poultry):	165°F

Reheated cooked foods: (foods cooked, cooled, and reheated for immediate serving or hot holding):	165°F
Ground meat (including beef, veal, lamb, pork and other edible animals):	157°F
Pork:	155°F
Eggs (including foods containing raw eggs):	145°F
Foods cooked in a microwave oven: (After microwaving, the food must stand for at least two minutes before serving to allow for even heating).	25°F higher than the above temperatures

F. *Availability of Employee Handwashing Facilities.*

CURFFL Section 114115 requires all food establishments to provide employee handwashing facilities. No additional or special employee handwashing facilities need be provided specifically for service line employees in regularly occurring or temporary buffets so long as the facilities required by CURFFL Section 114115 are adequate and reasonably accessible to service line employees. However, handwashing facilities must be provided in permanent buffets in which food is prepared and served by employees.

G. *General Droplet Protection Requirement.*

All food displayed in service lines must be protected from droplet contamination in accordance with CURFFL Sections 114010, 114080 (b) (2) (A), and 114080 (c). **Under these Guidelines, displayed food must either be placed behind a sneeze-guard or similar droplet protection device as provided by Guideline No. 2 (Sneeze-guards), or placed in a covered or otherwise protected container that meets the standards of Guideline No. 3 (Self-service Stations) or Guideline No. 4 (Attended Stations).**

DROPLET PROTECTION

GUIDELINE NUMBER 2 - SNEEZE-GUARDS

A sneeze-guard consists of a barrier, usually glass or plastic, which is placed in front of and well above displayed food to block contaminants expelled from a customer's mouth or nose. Sneeze-guards are sometimes referred to as food shields or food protective devices. In some circumstances, the properly positioned cover of a serving dish may be an acceptable alternative to a sneeze-guard. (See Guidelines Number 3 and 4).

A. General Requirement

Where required under CURFFL Sections 114080 (b) (2) (A) and 114080 (c), sneeze-guards must be placed in front of displayed food in order to intercept a direct line between the average customer's mouth¹ and the food displayed within the zone of potential droplet contamination.

B. Defining the Zone of Potential Droplet Contamination.

The zone of potential droplet contamination may vary depending on the circumstances. For example, assuming an average customer height of between 5' and 5'8", an average mouth height between 4'6" and 5', and a 30 inch service line height, the zone of potential droplet contamination is an area which extends 30 inches by 30 inches from a point 30 inches directly above the customer edge of the service line to a point 30 inches directly in from the customer edge of the service line.² NOTE: See illustrations in Appendix.

Unless otherwise protected as provided by Guideline Nos. 3 and 4, all displayed food within the zone of potential droplet contamination must be protected by a sneeze-guard. This requirement includes the ends of service lines where displayed food is within the zone of potential droplet contamination. Food displayed outside or behind the zone of potential droplet contamination does not require a sneeze-guard. Food intended only for display purposes need not be protected.

C. Installation and Coverage Requirements for Sneeze-guards

In order to conform with this guideline, sneeze-guard systems must meet or exceed NSF International standards for coverage and installation. NSF Standard No. 2 provides that "shields [sneeze-guards] shall be mounted so as to intercept a direct line between the customer's mouth and the food display area at the customer "use" position...Special consideration must be given to use location conditions such as tray rails".

Regardless of design, all sneeze-guards must be installed and adjusted as necessary during operation to maintain constant protection of displayed food items as required by this guideline. The protective area of the sneeze-guard must be positioned high enough above the displayed food so that it does not interfere with the customer's access to the rearmost displayed food item or use of serving utensils.

¹ **The height of the average customer's mouth** for purposes of this guideline is between 4'6" and 5' as specified in the applicable sections of NSF Standard No. 2. Accordingly, the average customer is between 5' and 5'8" tall for this NSF standard. However, the NSF Standard provides that this average may be adjusted for special circumstances where the average height of a particular food establishment's customer is above 6'3" or below 4'4", such as in athletic facilities or educational institutions.

² The zone of potential droplet contamination extends outward from the customer's mouth and horizontally from the customer's edge of the service line. The zone is calculated using the applicable sections of NSF Standard No. 2. This standard assumes a 30-inch distance straight out from a 5' mouth height, which is, in turn, above a 30" high buffet table. Consequently, the 5' mouth height is also 30" above the table.

D. *Movement of Sneeze-Guards; Suspended Sneeze-Guards.*

Regardless of design, sneeze-guards must be installed so as to minimize potential movement of the shields by customers. Sneeze-guards suspended by devices such as chains, ropes, wires, or similar movable suspension equipment must be placed near walls, pillars, posts, or other architectural barriers, or else restrained by chains, straps or similar restraining devices to prevent movement of the sneeze-guards by customers.

E. *Miscellaneous Requirements for Sneeze-Guards.*

- 1) Sneeze-guards must be made of easy-to-clean, sanitary materials which conform to NSF Standard No. 2. For example, safety glass, plastic, acrylic, and similar materials are acceptable.
- 2) Exposed edges of sneeze-guards must have a safety edge or be trimmed with protective edges or channels.
- 3) Sneeze-guards must be kept in a clean and sanitary condition during operation.

F. *Examples of Acceptable Sneeze-Guard Devices.*

The illustrations in the Appendix are included only as suggestions or examples of acceptable sneeze-guards. The illustrations are not intended to prohibit or prescribe any designs. So long as the sneeze-guard protects the displayed food in accordance with this guideline, it is acceptable.

GUIDELINE NUMBER 3 - DROPLET PROTECTION IN SELF-SERVICE AREAS OF SERVICE LINES

CURFFL Section 114080 (b) (2) (A) requires that unpackaged food displayed in service lines for customer self-service

"be shielded so as to intercept a direct line between the customer's mouth and the food being displayed, or shall be in a container which has a tight-fitting, securely attached lid, or may be dispensed from approved mechanical dispensers."

This means that displayed food must be protected by a sneeze-guard which meets the requirements of Guideline No. 2 **or, as an acceptable alternative, placed in a service container which has a tight-fitting securely attached lid.**

Acceptable containers include self-closing containers such as roll-top chafing dishes ("chafers") whose lids are set not to open to more than 90 degrees from their closed position and other containers which the regional CCDEH Food Technical Advisory Committee (FTAC) has accepted and/or the local health department has approved as equal to NSF or comparable standards.

GUIDELINE NUMBER 4 - DROPLET PROTECTION AT ATTENDED STATIONS OF SERVICE LINES

CURFFL Section 114080 (c) provides that unpackaged food may be displayed in other than self-service containers if **both** of the following conditions are satisfied:

- 1) The food is served by an employee of the establishment directly to a consumer.
- 2) The food is displayed in clean, sanitary, and covered or otherwise protected containers.

This standard may be met by either:

- 1) Placement of a sneeze-guard which meets the standards of Guideline No. 2 between the food and the customer; or
- 2) The attending employee serving the food from a covered container, so long as the cover is replaced after each serving; or
- 3) Other protection which provides an equivalent barrier which intercepts a direct line between the mouth of the average consumer and the food. Containers such as roll-top or half-dome chafing dishes meet this requirement provided that when the container is open, only the attending employee directly faces the food.

Service Line Food Preparation - At cooking stations a sneeze-guard which conforms to Guideline No. 2 must be placed between the customer and food ingredients used to prepare items for other customers. However, sneeze-guards are not required between the customer and the food item being prepared specifically for that customer. This guideline does not apply to tableside food preparation, as defined in “Definitions”.

UTENSILS, FLATWARE, AND DINNERWARE

GUIDELINE NUMBER 5 - UTENSILS AND SELF-SERVICE DISPENSING OF FOOD ITEMS IN SERVICE LINES

A. *Dispensing Utensils.*

CURFFL Section 114080 (b) (2) (C) requires that food displayed in self-service containers be provided with a utensil which has a handle sufficient to dispense the food item.

Each service container must be provided with at least one appropriately sized serving utensil for use exclusively with that container. The utensil must be of sufficient size and design to prevent it falling into or out of the container when not in use. The self-service utensils must be changed, cleaned and sanitized as regularly as required by Section 114090 (i).

B. *Dinnerware and Flatware.*

All reasonable steps should be taken to keep patrons from reusing their dinnerware

(plates, saucers, etc.) when returning to the service line. Sufficient clean dinnerware should be provided so that customers are not encouraged to reuse their dinnerware when returning to the service line. Signs should be posted directing patrons to obtain a clean plate when returning to the service line. Suitable facilities should also be available near the service line in which to deposit used dinnerware.

The management of the retail food establishment should also take special care to provide sufficient utensils, dinnerware and service line supervision to reasonably discourage customers from (1) reusing dinnerware, (2) using their hands or their table flatware to dispense food, or (3) otherwise unnecessarily handling or touching displayed food items.

SERVICE LINE COOKING

GUIDELINE NUMBER 6 - VENTILATION

CURFFL Section 114140 provides that "ventilation shall be provided to remove gases, odors, steam, heat, grease, vapors or smoke from the food establishment." CCDEH has promulgated ventilation guidelines for the enforcement of CURFFL Section 114140: *CCDEH - Recommendations for Mechanical Exhaust Ventilation and Hood Systems of Commercial Food and Utensil Heat Processing Equipment*. The CCDEH ventilation guidelines also conform to *Uniform Mechanical Code*, Chapter 5 and applicable NSF standards.

A. General Ventilation Standard.

In accordance with CURFFL Section 114140 and the CCDEH ventilation guidelines, there must be sufficient ventilation in service lines, and in dining rooms and similar areas where cooking equipment is used, to remove gases, odors, steam, heat, grease, vapors, or smoke, and to prevent the accumulation of these substances on the floors, walls, ceilings, and other surfaces of these areas of retail food establishments.

B. Separate Ventilation - Canopies, Hoods Required for Service Line Cooking Equipment

Unless exempted in Section C, the CCDEH ventilation guidelines, or specifically approved by the appropriate local regulatory authority, all cooking equipment used in service lines must be separately ventilated in accordance with the CCDEH ventilation guidelines.

C. Exemptions from Separate Ventilation Requirement

Certain small, individual, portable cooking equipment units which are exempted from canopy and hood ventilation requirements under the CCDEH ventilation guidelines and the applicable Uniform Mechanical Code standard may be used without separate or special ventilation. Sufficient area ventilation must be provided to conform with the general

ventilation standard of Section A of this guideline.

Exempted units include but are not limited to the following:

- portable crepe makers
- portable waffle irons
- low temperature rotisseries
- small hot plates (1.5 kw/5,000 BTU or less)

This exemption only applies in situations where food is prepared on an individual customer basis.

D. *Use of Multiple Units.*

More than one of the individual portable cooking equipment units specified in Section C of this guideline may be used in a service line provided that there is sufficient general area ventilation to conform with the general ventilation standard of Section A of this guideline. The enforcing agency shall have the discretion to determine whether the use of multiple units conforms to the general ventilation standard of Section A.

E. *Fire Safety.*

Open flame devices present a special hazard especially when utilized in customer areas such as buffet lines. Operators who propose use of any open flame devices should contact their local fire authority to ensure that use of these devices is in compliance with all applicable requirements including the regulations of the State Fire Marshal found in Title 19, California Code of Regulations, Section 3.25, Open Flame Devices.

FLOORS, WALLS AND CEILINGS OF AREAS WITH SERVICE LINES

GUIDELINE NUMBER 7 - FLOOR SURFACES IN AREAS WITH SERVICE LINES; TEMPORARY COVERING

CURFFL Section 114150 (a) requires that “except in sales areas of retail food establishments...the floor surface in all areas in which food is prepared, packaged, or stored...shall be smooth and of durable construction and nonabsorbent material which is easily cleaned.” Under these Guidelines, the term “sales areas” includes dining areas and all areas where buffet service takes place. (See definition of “buffet service”).

Floor surfaces in sales areas with service lines must be easily cleaned, maintained in a clean condition, kept free from debris and otherwise meet the requirements of this guideline.

A. *Employee Side of Service Line.*

The floor area beneath and adjacent to attended stations shall be smooth, durable, easily cleaned and maintained so as not to present a slip or trip hazard. This requirement may be met in temporary and regularly occurring buffets by using supplemental flooring which

may consist of a mat, carpet-runner or similar temporary floor covering. This area must be kept clean, in good condition, free from debris, and cleaned after each service period. Floors in permanent buffets must meet the same requirements as those in kitchen areas.

B. *Customer Side of Service Line.*

Where there is a carpet or other similarly absorbent and permanent floor covering, the enforcing agency may require that a suitable temporary floor covering be placed on the customer side of the service line where there is a significant risk of spillage. This temporary covering may consist of a mat, carpet-runner or similar temporary suitable floor covering. This covering must be kept clean and free from debris, and cleaned after each service period.

GUIDELINE NUMBER 8 - WALLS AND CEILINGS

CURFFL Section 114155 does not require the walls and ceilings of bars and dining areas to be of a smooth, durable and nonabsorbent washable surface. However, under this guideline, the walls and ceilings of bars, dining areas and areas with service lines must be maintained in clean condition and free from debris, dirt and dust.

OVERHEAD PROTECTION

GUIDELINE NUMBER 9 - OVERHEAD PROTECTION

Special precautions must be taken to protect displayed food from overhead leakage and dirt in buffet service areas which contain exposed overhead water or sewer lines, exposed architecture, hanging displays of various objects, such as plants, or other decorative or structural features which are not easily cleaned during the normal course of maintenance. These precautions may include the installation of a canopy type cover or awning that adequately protects food on the service line.

APPENDIX

SNEEZE GUARD ILLUSTRATIONS

TYPICAL BUFFET TABLE SELF-SERVICE

13

AVERAGE CUSTOMER
MOUTH ZONE

54"-60"

PORTABLE SNEEZE
GUARD (EITHER
SIDE)

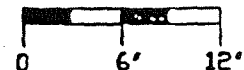
TYPICAL
CHAFING
DISH

TYPICAL
FOLDING
TABLE

12"

30"

SCALE

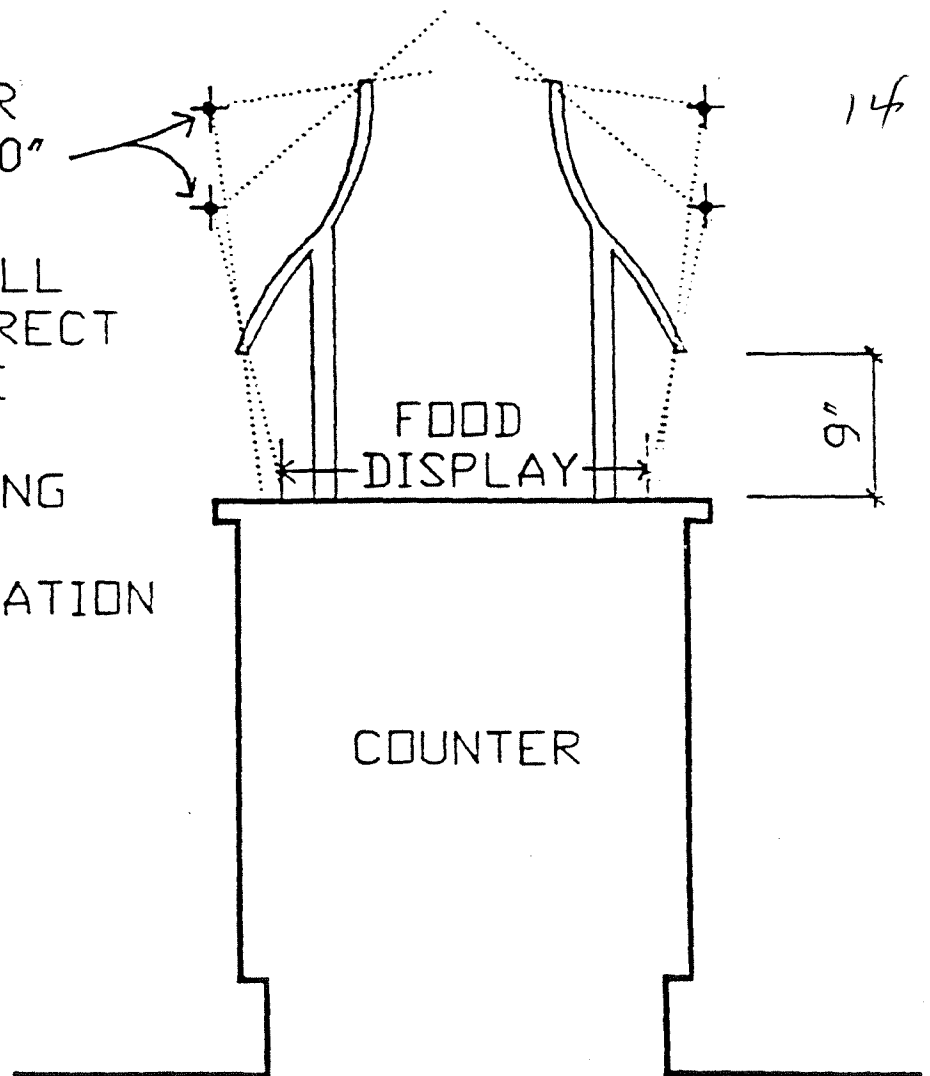


TYPICAL BUFFET TABLE WITHOUT TRAY RAIL- SELF-SERVICE

EXPOSED EDGES OF GLASS SHELVES OR SHIELDS
SHALL HAVE A SAFETY EDGE OF PARENT MATERIAL
OR BE TRIMMED WITH STAINLESS STEEL CHANNELS

AVERAGE CUSTOMER
MOUTH ZONE 54"-60"

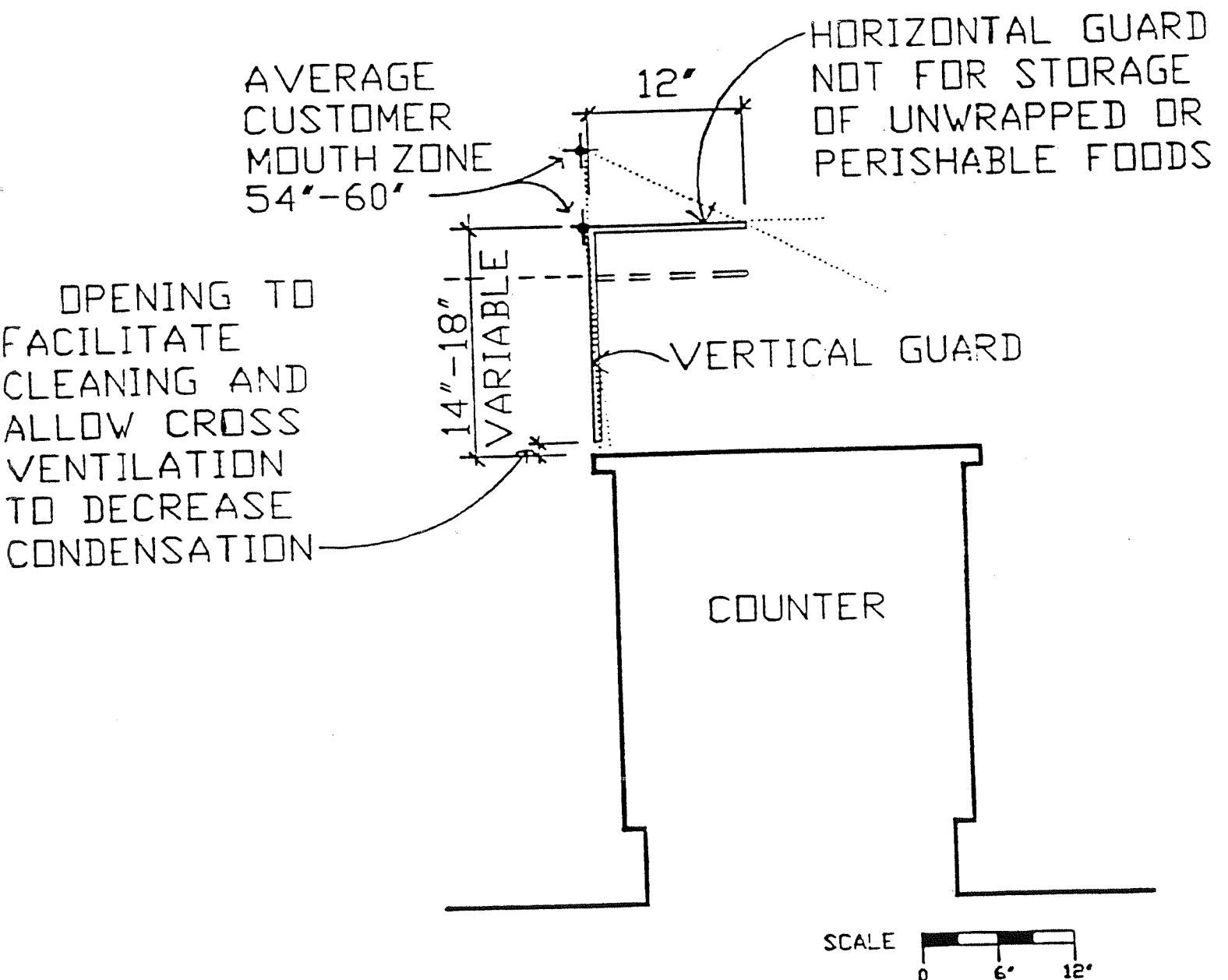
FOOD SHIELDS SHALL
INTERCEPT THE DIRECT
LINE BETWEEN THE
CUSTOMER'S MOUTH
AND THE FOOD BEING
DISPLAYED TO
MINIMIZE CONTAMINATION
BY THE CUSTOMER



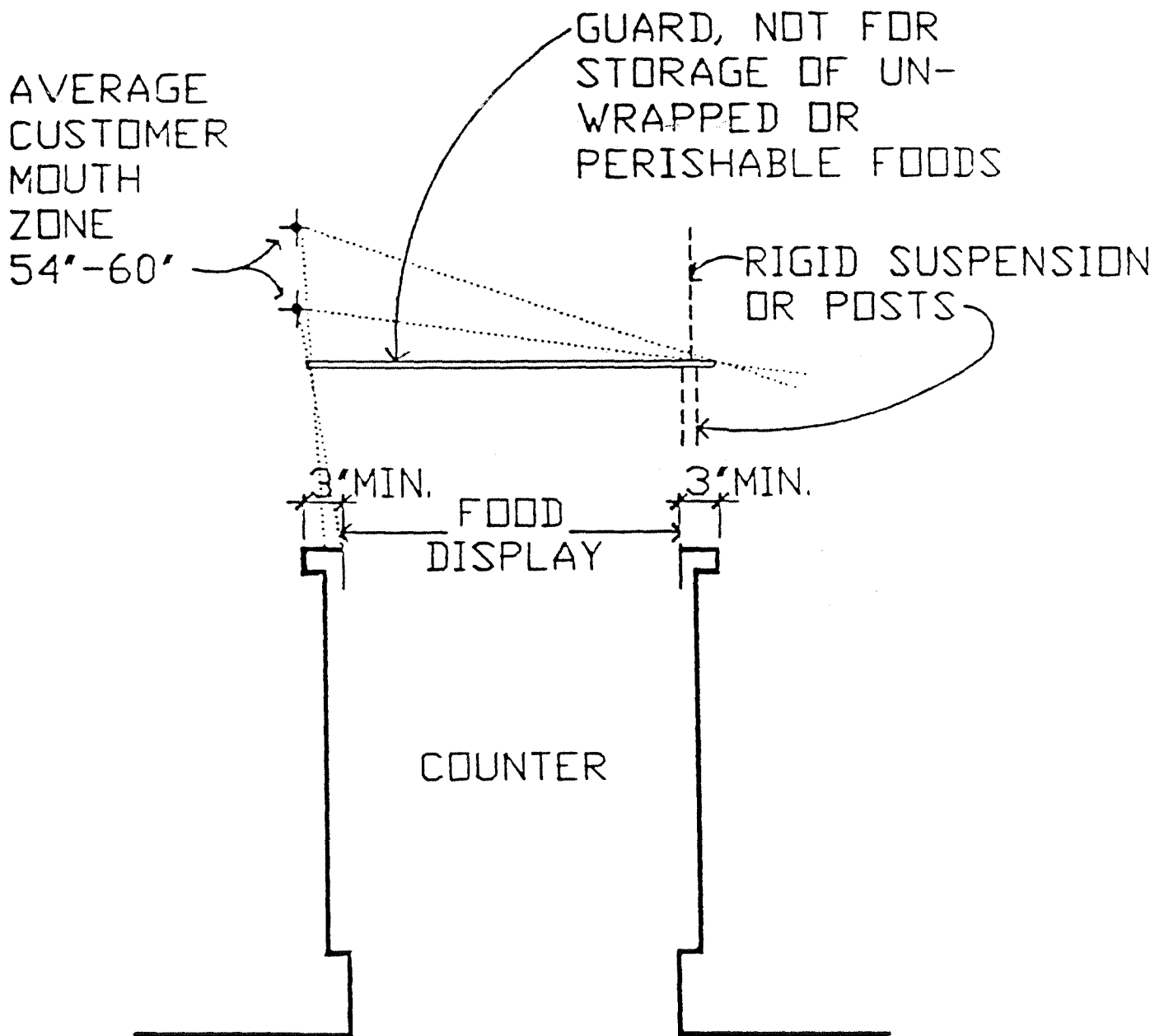
SCALE 0 6' 12'

TYPICAL COUNTER WITHOUT TRAY RAIL- EMPLOYEE SERVICE

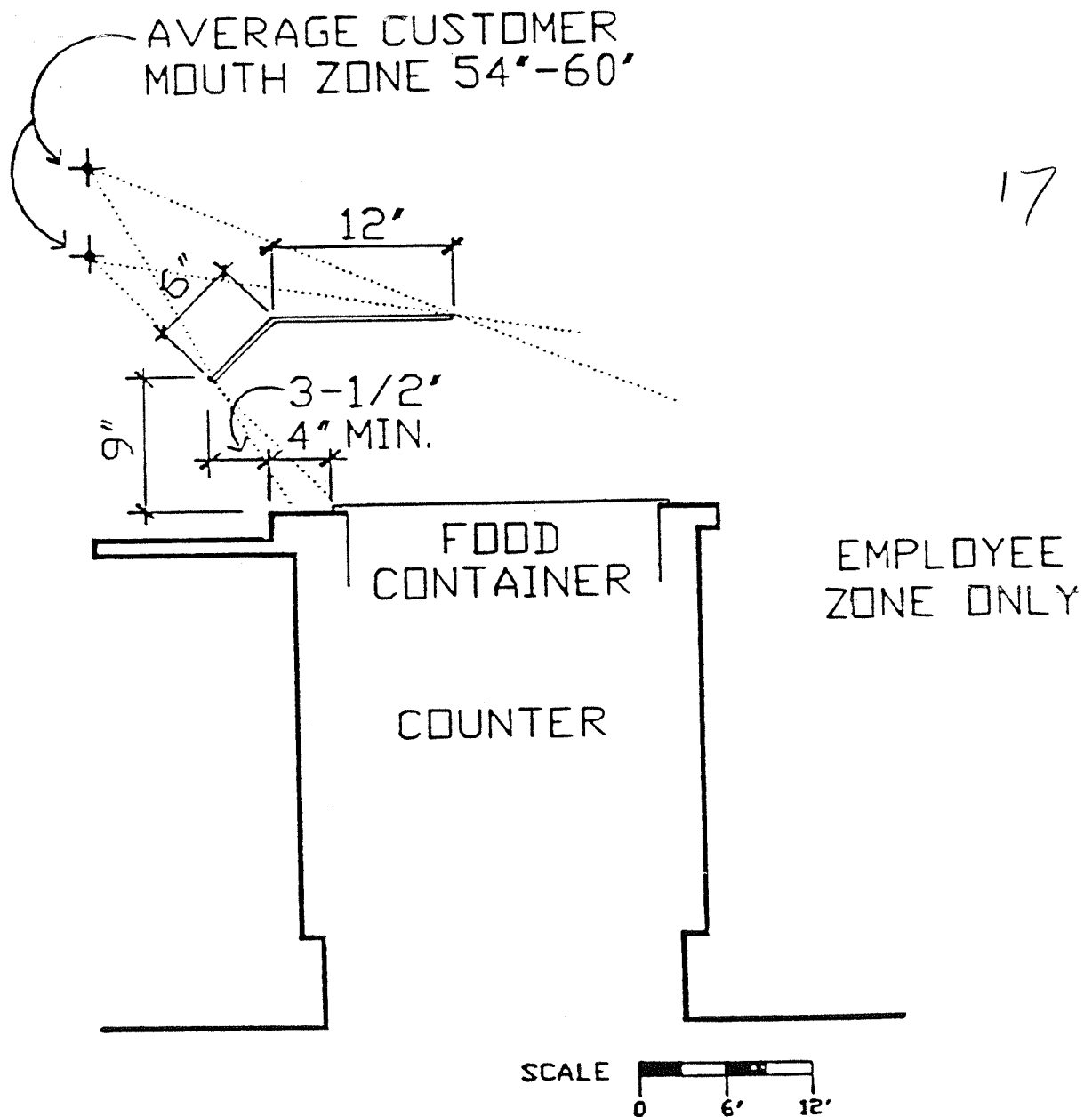
15



TYPICAL COUNTER WITHOUT TRAY RAIL- SELF-SERVICE



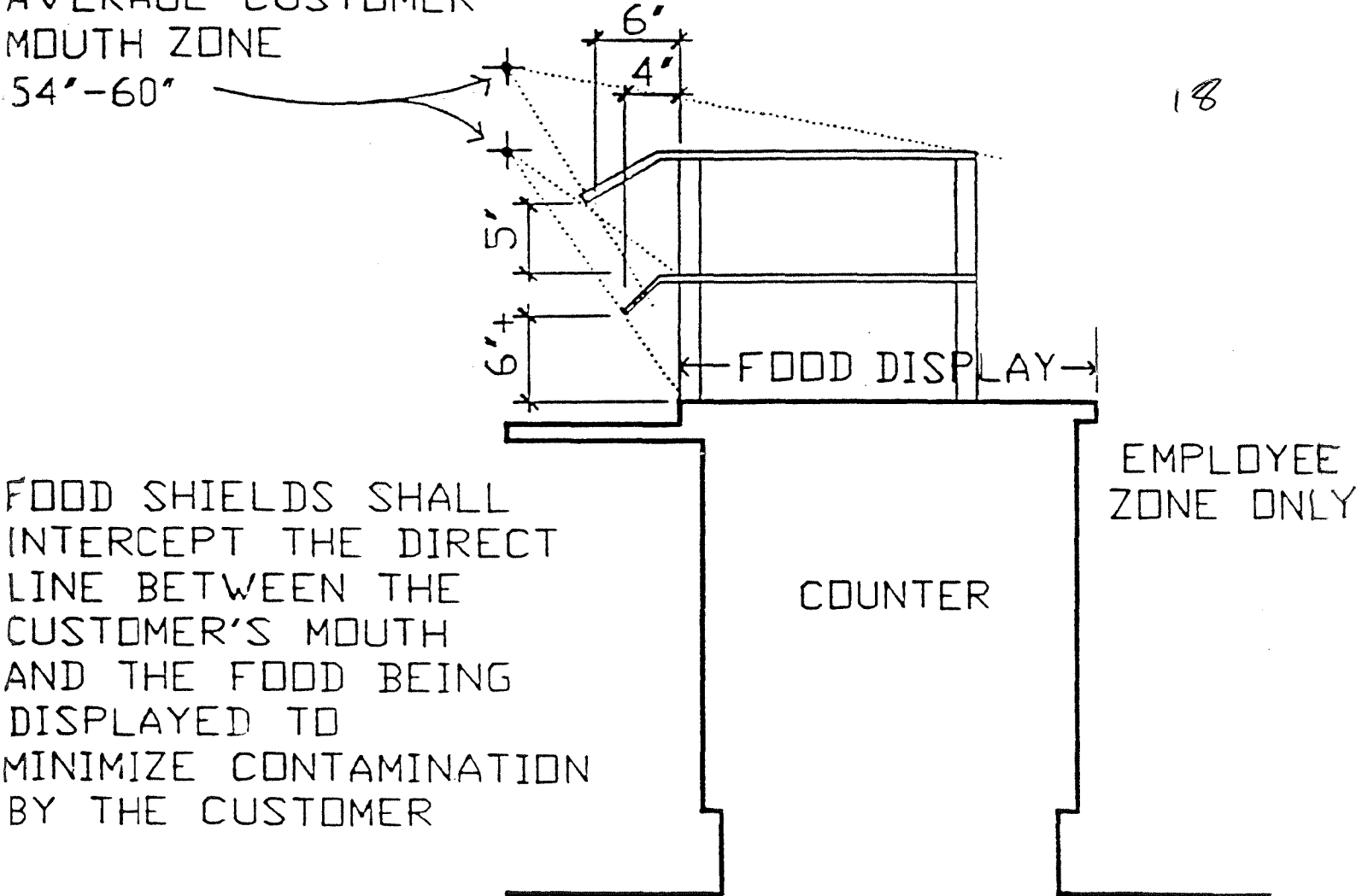
TYPICAL COUNTER
WITH TRAY RAIL-
EMPLOYEE OR SELF-SERVICE



TYPICAL COUNTER WITH TRAY RAIL- SELF-SERVICE

EXPOSED EDGES OF GLASS SHELVES OR SHIELDS
SHALL HAVE A SAFETY EDGE OF PARENT MATERIAL
OR BE TRIMMED WITH STAINLESS STEEL CHANNELS

AVERAGE CUSTOMER
MOUTH ZONE
54"-60"



FOOD SHIELDS SHALL
INTERCEPT THE DIRECT
LINE BETWEEN THE
CUSTOMER'S MOUTH
AND THE FOOD BEING
DISPLAYED TO
MINIMIZE CONTAMINATION
BY THE CUSTOMER

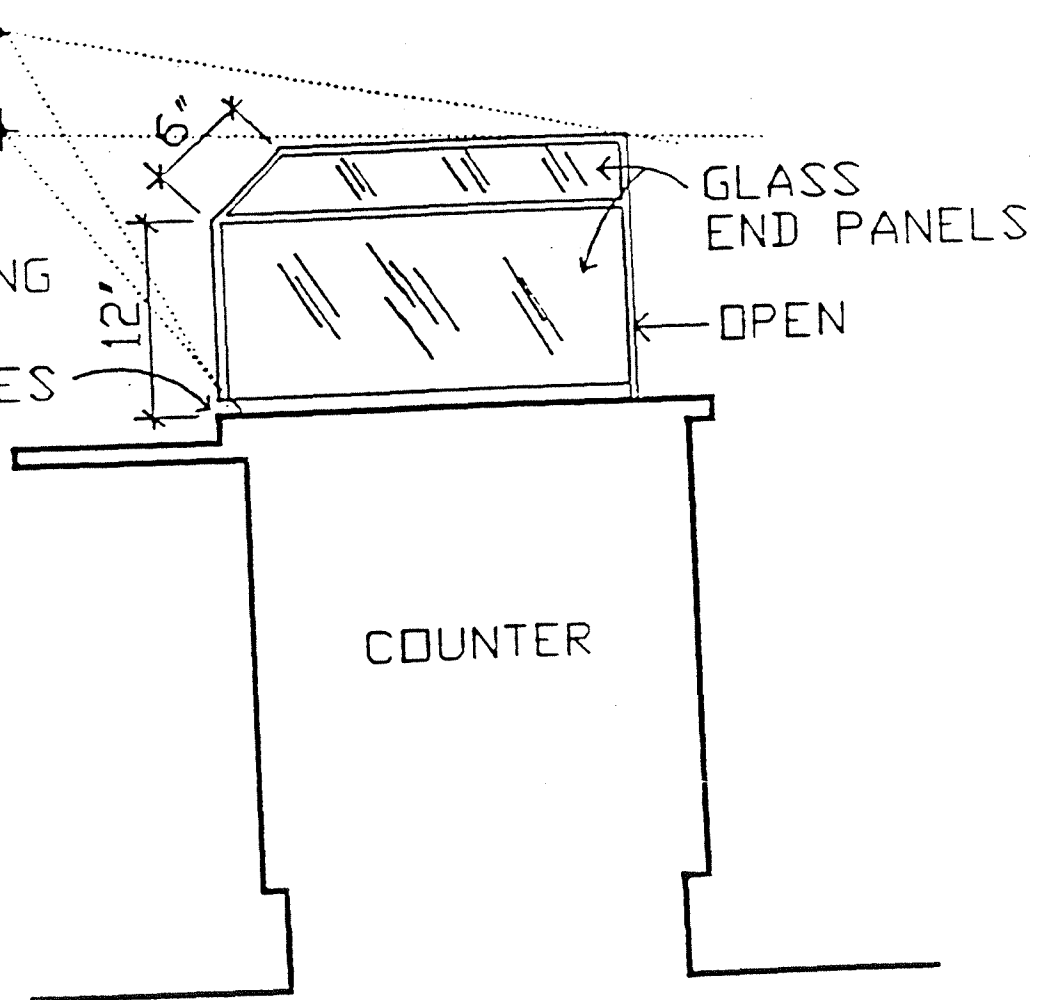
SCALE 0 6' 12'

TYPICAL COUNTER WITH TRAY RAIL- EMPLOYEE SERVICE

19

AVERAGE
CUSTOMER
MOUTH ZONE
54"-60"

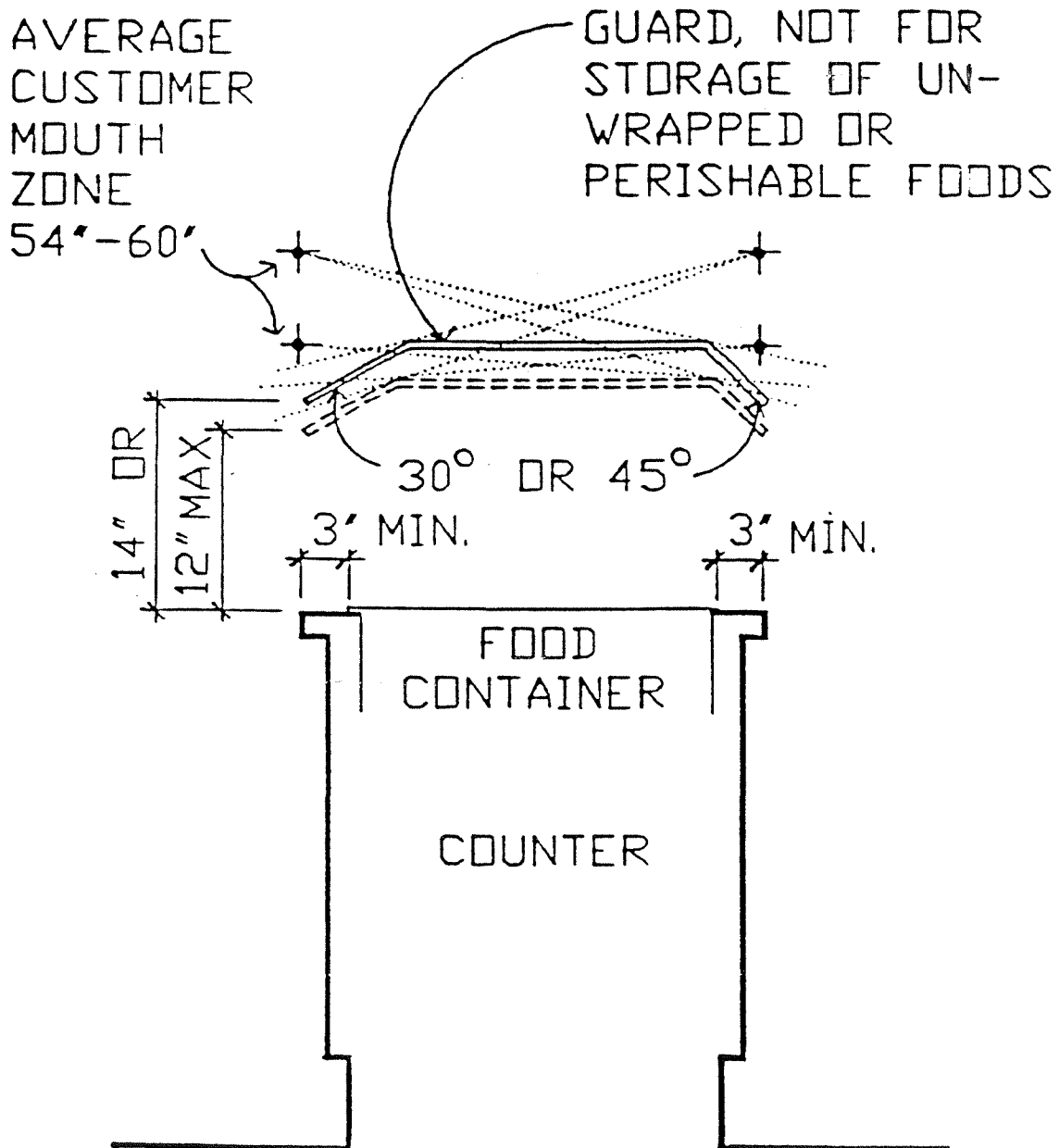
1' OPENING
FOR CLEANING
EXTENDING
ON ALL SIDES



SCALE 0 6' 12'

TYPICAL COUNTER
WITHOUT TRAY RAIL-
SELF-SERVICE

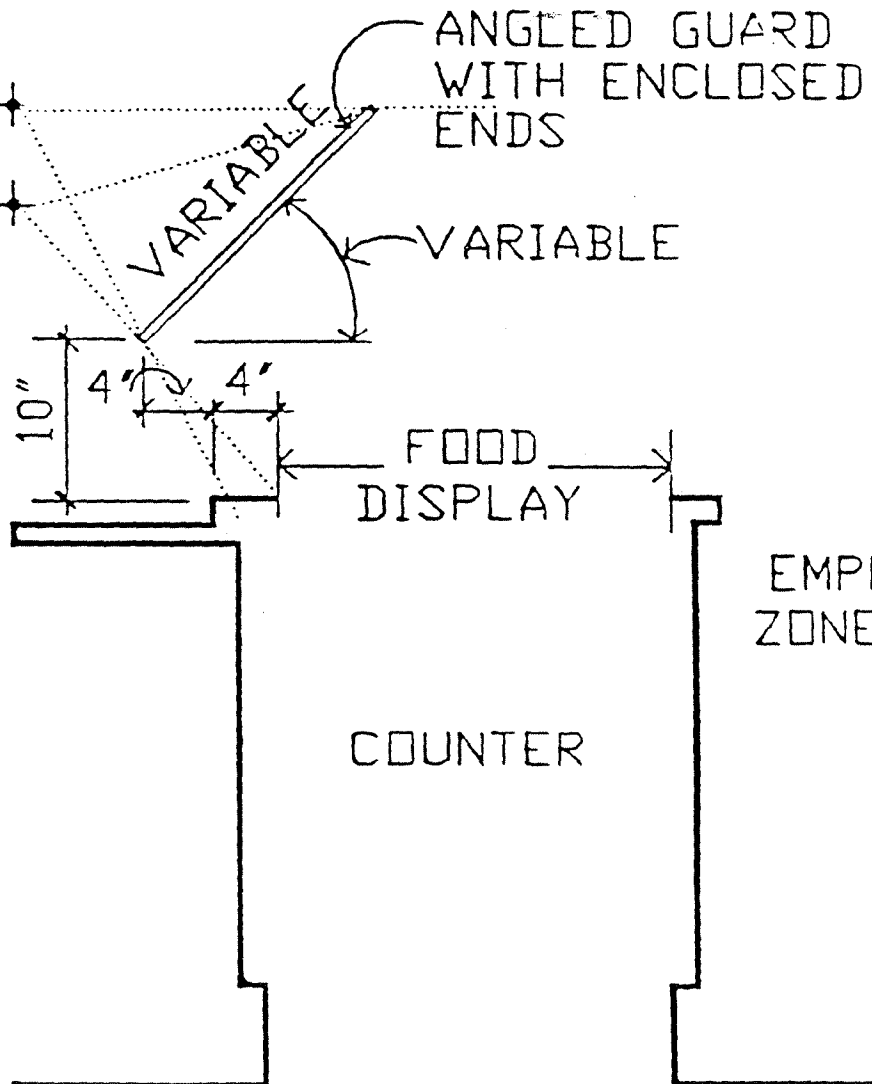
22



TYPICAL COUNTER WITH TRAY RAIL- SELF-SERVICE

23

AVERAGE
CUSTOMER
MOUTH
ZONE
54'-60'

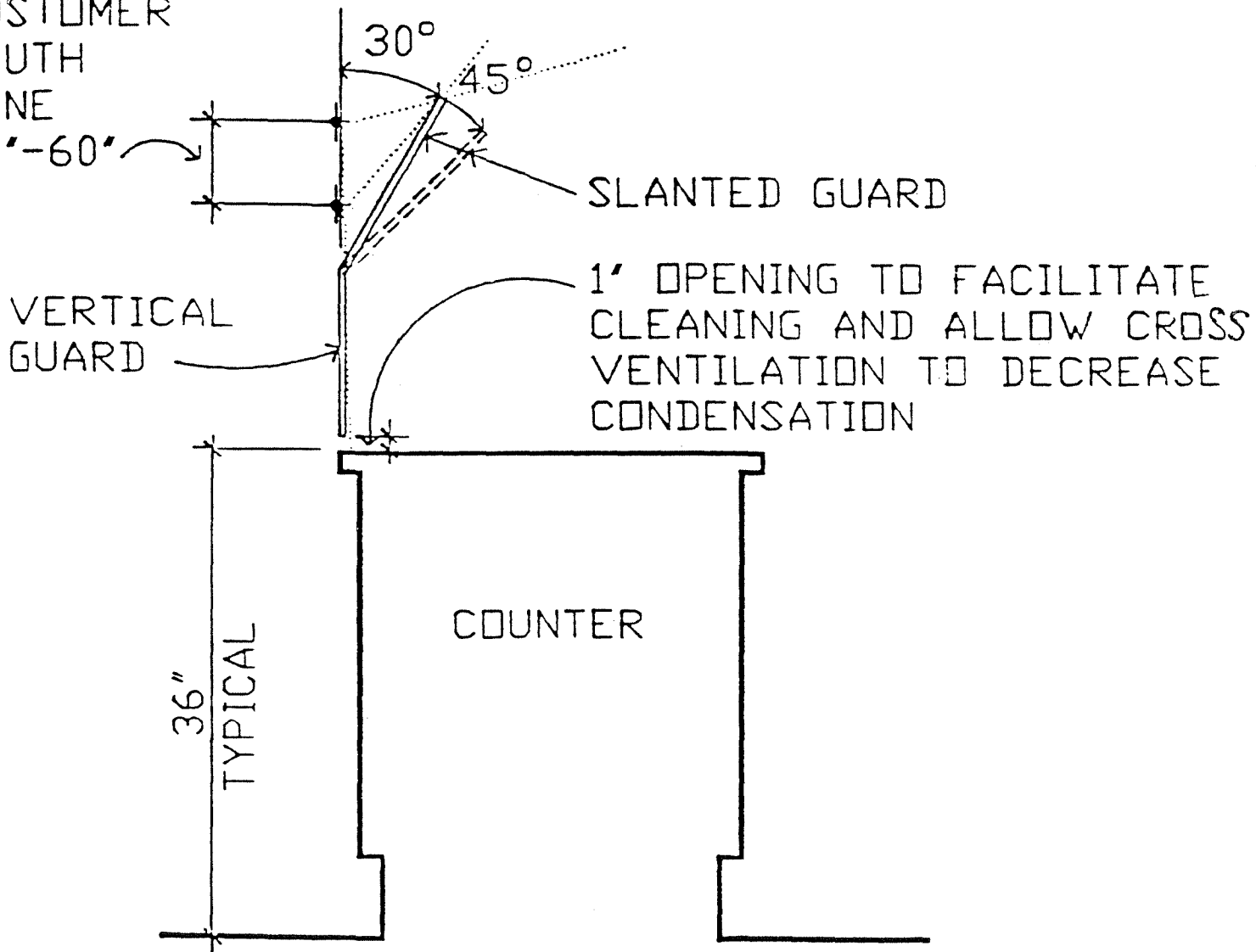


SCALE 0 6' 12'

TYPICAL COUNTER
WITHOUT TRAY RAIL-
EMPLOYEE SERVICE

24

AVERAGE
CUSTOMER
MOUTH
ZONE
54"-60"



SCALE 0 6' 12'